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ABSTRACT

Developed to provide a programmed instruction tutorial for student assistant shelvers in the General Reference Division at San Diego State University (SDSU) Library, this manual presents five teaching units: (1) an introduction to the resources and services available in General Reference, which includes reference materials for all fields in the social sciences, humanities, education, and business administration; (2) an overview of classification systems and description of those used at SDSU; (3) how to reshelve materials according to the Library of Congress classification; (4) locations of materials in General Reference; and (5) recognizing and returning materials to other divisions of the library. Correct answers for unit questions are provided at the end of each unit. (CGD)

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SHELVING MANUAL FOR STUDENT ASSISTANTS

IN THE

GENERAL REFERENCE DIVISION

SAN DIEGO STATE UNIVERSITY LIBRARY

Prepared by Kathleen Coleman

January 1988

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UNIT ONE: INTRODUCTION TO GENERAL REFERENCE

The General Reference Division is the largest public service division in the San Diego State University Library. The collection here includes reference materials for all fields in the social sciences and the humanities, including education and business administration. There are many types of reference materials in General Reference; here are some of the most important ones.

INDEXES

Periodical Indexes and Abstracts: These include both general ones, such as Readers' Guide and Infotrac, and those for specific subjects, such as Psychological Abstracts and America: History and Life. Most of them are kept on the index tables near the windows.

Newspaper Indexes: The National Newspaper Index is on a microfilm reader near Infotrac, and includes five different newspapers. Most of the printed newspaper indexes are on Index Table 9.

Other Indexes: General Reference has indexes for biographies, book reviews, poems, short stories, plays, statistics, doctoral dissertaions, and many other kinds of research materials.

DICTIONARIES

General Reference has large unabridged English language dictionaries (some are on dictionary stands located throughout the Division), as well as the shorter abridged ones. The Oxford English Dictionary on Table 2 gives a detailed history of every word in our language. Foreign language dictionaries, as well as dictionaries for specific subjects, are located throughout the reference collection.

ENCYCLOPEDIAS

Several general encyclopedias are on Table 2. General Reference also has foreign encyclopedias and encyclopedias for specific subjects, such as music, art, law, etc.

FACTS AND STATISTICS SOURCES

General Reference has many collections of facts and statistics from throughout the world, as well as indexes which allow easy access to factual information.

DIRECTORIES

These works give names, addresses, telephone numbers, and other basic information about people and institutions. Some of our directories are in microfiche. (More about these later.)

BIBLIOGRAPHIES

Bibliographies include lists of books, articles, and other resources on specific topics. General Reference has a significant collection of these on many subjects. There are also bibliographies listing all books published in the U.S. or a foreign country in a given year. We also have catalogs of large research libraries, such as U.C. Berkeley and the Library of Congress.

BIOGRAPHICAL INFORMATION

General Reference has indexes to biography, as well as Who's Who books for many professions and countries of the world. There are also large sets of biographical articles, such as the Dictionary of American Biography.

ATLASES

While the largest collection of atlases and maps is in the Map Collection on the third floor, General Reference maintains an atlas area near the windows on the south side of the building with books of maps from throughout the world.

LEGAL MATERIALS

Our law collection is substantial, and includes statutes, court cases, and other legal materials, as well as reference works to help our users understand them. Looseleaf services, which are kept current with replacement pages, are an important part of our law collection.

NONBOOK MATERIALS

In addition to reference books, General Reference has other materials, such as pamphlets and microfiche.

YOUR DUTIES IN GENERAL REFERENCE

As a student assistant, you will be asked to perform a variety of duties, including:

1. Reshelving and refiling materials
2. Shelf reading (making sure that reference materials are in correct call number order)
3. Preparing materials for the pamphlet files
4. General office work

Obviously, keeping reference materials in good order is an important part of your job. In Unit 2, you will will learn about the classification systems used to arrange materials in the San Diego State University Library. In Unit 3, you will learn to shelve materials correctly according to Library of Congress classification. In Unit 4, you will learn about locations of materials in General Reference. Finally, in Unit 5, you will learn to recognize materials from other library units, so that they can be returned to their correct locations.

UNIT TWO: AN OVERVIEW OF CLASSIFICATION SYSTEMS

1. All libraries use classification systems to organize their materials. A classification system allows the library to arrange materials on the shelves so that every publication can be found quickly and easily when it is needed. In a classification system, every item in the library's collection has a unique call number, or "address" on the shelf.

Q1. Under a classification system, every publication in the library has a unique _____ _____.

---

2. Some classification systems arrange publications by author or publisher. For example, the Superintendent of Documents Classification used in Government Publications arranges United States Government publications by issuing agency. A call number beginning with D shows that the item comes from the Defense Department, one beginning with L is from the Labor Department, and so on.

Q2. Superintendent of Documents Classification arranges U.S. Government publications by i_____ a_____.

---

3. Most of the materials in the SDSU Library --our books and periodicals-- are arranged by Library of Congress Classification. Library of Congress Classification arranges materials on the shelves by subject. For example, books on political science are in J, those on music are in M, etc.

Q3. Library of Congress Classification uses letters and numbers to arrange books on the shelves by _____.

---

4. The Juvenile Collection (children's books) in the Media Center is arranged by Dewey Decimal Classification. This classification system, like Library of Congress Classification, arranges items on the shelves by subject. However, instead of using letters and numbers like Library of Congress Classification, The Dewey system uses only numbers to classify publications. For example,

the books on political science are in 320, and the books on music are in 780.

Q4. The Juvenile Collection in the Media Center is arranged by

_____ _____ _____, which

uses numbers to arrange books by subject.

---

5. Some divisions of the SDSU Library arrange publications by accession number. Each item is given a unique number as it is added to the collection. The numbers do not reflect either an author or a subject arrangement. The Media Center on the fourth floor arranges materials by accession number. Letter symbols preceding the accession number indicate type of media. For example:

TC = tape cassette

SG = simulation game

Most microforms are also arranged by accession number. The letter symbols preceding each number indicate type of microform, as in:

F = microfilm

C = microfiche

Q5. The SDSU Library has some collections which are arranged by

_____ _____; these call numbers do

not reflect an author or subject arrangement.

* * * * *

Now, you have an idea of the various classification systems used to classify materials in the SDSU Library. In the next section, you will focus on the Library of Congress Classification system, the one used to classify most of the materials in General Reference.

CORRECT ANSWERS FOR UNIT TWO

Q1. call number

Q2. issuing agency

Q3. subject

Q4. Dewey Decimal Classification

Q5. accession number

UNIT THREE: LIBRARY OF CONGRESS CLASSIFICATION

1. In the last unit, you learned that Library of Congress Classification uses letters and numbers to arrange books on the shelves by subject, Now, you will take a closer look at Library of Congress call numbers in order to learn how they are put together and how they are arranged on the shelves.

---

2. Let's begin by looking at the call number for a book in General Reference, Our National Parks: America's Spectacular Wilderness Heritage. The call number is: E 160 .093 1985 Ref.

E = United States

160 = National and state parks and reservations

.093 = Unique number assigned to this book. (In this case, it is "O," the first letter of the title, plus a number.) Sometimes there is a second letter, also followed by numbers. Note particularly that there is a decimal point before the letter "O." This becomes important when you reshelve books, as you will see later.

1985 = Date of publication

Ref = This is a reference book.

As you can see, each part of this call number describes the book in some way--its subject, author or title, year of publication, location in the library, etc.

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3. Library of Congress Classification combines letters and numbers to classify works from all fields of knowledge. The first line of a call number has one or two class letters which represent a broad subject area. (Exception: Law, class K, sometimes has three letters. You will encounter this when you shelve books on California law with call number KFC.) At present, only 23 of the 26 letters of the alphabet are used as class letters in Library of Congress call numbers. (I, O, and W are not used.) X and Y are used only as second letters, as in JX and AY--they are never the first letter of a call number. Look over the outline of the Library of Congress Classification at the end of this unit, then answer

the following questions about it.

Q3. According to this outline:

a. The letters CT are used for _____.

b. The general class letter for social sciences is _____.

c. The two letters which represent psychology are _____.

d. Books on architecture are given the class letters _____.

e. Political science in the United States has the two letters _____.

f. Works on American literature have the class letters _____.

g. Books on the history and topography of Great Britain are in _____.

h. The letters AE are used for _____ _____.

---

4. Class letters are arranged alphabetically on the library shelves. Single letters come first, followed by combinations in alphabetical order, as in P, PA, PB, PC, etc.

Q4. Arrange these class letters in order as they should appear on the shelves in General Reference:

	CORRECT ORDER
a. JX, JC, J, JK	a.
b. KFC, KD, K, KF	b.
c. HA, H, HQ, HD	c.

---

5. The class letters on the first line of the Library of Congress call number are further subdivided by the class numbers on the second line. On the next page, you will find a summary of the class numbers within NK (decorative arts). Use it to answer the questions below the table.

NK Decorative arts. Applied arts. Decoration and ornament
Including antiques in general

1135-1149	Arts and crafts movement
1700-3505	Interior decoration. House decoration.
3600-9955	Other arts and art industries
3700-4695	Ceramics. Pottery. Porcelain
4700-4890	Costume and its accessories
4997-6050	Enamel. Glass. Glyptic arts Including gems, jade, ivory, bone
6400-8459	Metalwork Including armor, jewelry, plate, brasses, pewter
8800-9505	Textile arts and art needlework
9600-9955	Woodwork Including carvings, fretwork, inlaying

Q5. Answer these questions using the information in this table:

a. Books classified between NK 1700 and NK 3505 are about

_____ _____.

b. Books about metalwork would be classified between NK _____

and NK_____.

---

6. It is very important to note that the class numbers are shelved as WHOLE NUMBERS. When you reshelve books, the class numbers within a class letter are <u>always</u> arranged in simple numerical order. (Sometimes, there is a decimal point after the main number, as in HF 5549.5. Materials with this call number are shelved between 5549 and 5550.) Here are some sample class numbers from class K (law), arranged in correct order:

K	K	K	K	K
9	14.5	881	5201	7913

Q6. Now, arrange these class numbers in the order they should be in on the General Reference shelves:

					CORRECT ORDER			
a.	ML 460	ML 158	ML 2900	ML 54	1.	2.	3.	4.
b.	PN 1865.5	PN 80	PN 441	PN 6011	1.	2.	3.	4.
c.	Z 987	Z 41	Z 7164	Z 1201	1.	2.	3.	4.

7. When the class letters and class numbers are combined in call numbers, the letters are first arranged alphabetically. Then, within each letter or combination of letters, the class numbers are arranged in numerical order. Here is a typical range of Library of Congress class letters and numbers, arranged in correct order:

P	P	PA	PB	PB	PF	PQ	PT
8	106	12	4	1702	1931	4640	1

Q7. Now, try arranging these class letters and numbers as you would shelve them in General Reference:

						CORRECT ORDER				
a.	JC 345	J 86	JK 2112	JX 1195	JK 16	1.	2.	3.	4.	5.
b.	DK 2	DC 1822	D 1075	DT 3912	DC 148	1.	2.	3.	4.	5.
c.	KFC 1782	K 4975	KF 1400	KFC 30.5	KF 91	1.	2.	3.	4.	5.

---

8. As you can see, the class letters and numbers bring together books on the same subject. However, in a library, each book must have a unique call number. The third line of the call number, called the author mark or Cutter number, distinguishes each book from the others with the same class letters and numbers.

Q8. The third line of a call number, called the a_____ _____ or Cutter number, distinguishes each book from the others with the same class letters and numbers.

---

9. The author mark usually represents the author or title of the publication. An author named Adams might have the number .A3, Cabot might be .C3, and so on. Sometimes, there are two sets of letters and numbers on the third line of the call number. In this case, the first one is usually a further subject classification, and the second is the author mark. For example, in Z 675 .M94A53, the .M94 is a classification subdivision, and A53 is the author mark.

Q9. The author mark usually represents the _____ or _____ of the publication.

---

10. Note that the third line of a call number has a decimal point before the first letter. This line is read as a DECIMAL number, and the book is shelved accordingly. For example, here are eight author marks for the same class letters and numbers, arranged in order as they should be on the shelves:

.M13 .M2 .M43 .M6 .M725 .M8

In most cases, the call number on the spine of the books you are shelving will omit this decimal point. YOU MUST REMEMBER THAT IT IS THERE.

Q10. When shelving books, it is essential to remember that the third line of the call number, the author mark, has a _____ point in front of it.

---

11. In #9, you learned that there are sometimes two sets of letters and numbers after the decimal point on the third line of the call number, When that is the case, remember that BOTH numbers are read and shelved as DECIMALS. (After you have arranged the books according to the first letter and number after the decimal point, you then arrange them according to the second letter and number.)

Q11. Now, it is time to get some practice in arranging the third lines of call numbers. Assume, in all of the exercises, that the first two lines of the call number are identical.

						CORRECT ORDER
a.	.M29A3	.M29L14	.M29G65	.M29A125	.M29G8	1.
						2.
						3.
						4.
						5.

						CORRECT ORDER
b.	.D7	.H43	.L29	.H5	.D16	1.
						2.
						3.
						4.
						5.
c.	.A4S6	.A26S28	.A6	.S42	.B18T6	1.
						2.
						3.
						4.
						5.
d.	.M41	.T3	.M8	.T12	.M23	1.
						2.
						3.
						4.
						5.
e.	.P14	.P2S44	.H22	.H2L3	.H2L28	1.
						2.
						3.
						4.
						5.
f.	.B5T12	.B12	.B34S9	.B34S82	.B34S3	1.
						2.
						3.
						4.
						5.

12. All of the materials you will be reshelving in General Reference have the designation "Ref" on the last line of their call numbers to distinguish them from the circulating books. However, some call numbers have an additional line between the third line and the "Ref" designation. In some cases, this is a volume or part designation:

KFC	KFC		PB	PB	
30	30		1029	1029	
.W4	.W4	(etc.)	.M6	.M6	(etc.)
V. 1	V.2		Pt. 1	Pt. 2	
Ref	Ref		Ref	Ref	

Volume and part numbers of the same call number are shelved in numerical order. In other cases the fourth line is a date of publication, indicating successive editions of a work:

PR	PR	
1602	1602	
.M3	.M3	(etc.)
1958	1979	
Ref	Ref	

These successive editions of a work are shelved in chronological order, from earliest to latest. Another designation you will find is "Supp," meaning "Supplement." These are shelved after all volumes of the main set. Sometimes, there are two or more supplements; in this case, shelve them in numerical order:

DU	DU	DU	DU	
3	3	3	3	(etc.)
.S12	.S12	.S12	.S12	
V. 1	V. 2	Supp. 1	Supp. 2	
Ref	Ref	Ref	Ref	

---

13. Now that you have learned to arrange each line of an LC call number, it is time to practice putting all of the lines together as they will be when you are shelving materials. Your first step is to sort the class letters in alphabetical order, as you did in Q3.

G GA GT GV

Next, sort the WHOLE numbers on the second line. (Remember that some of these may have a decimal point before the last digit.)

GA	GA	GA	GA	GA	GA
90	160	528	1026	1026.5	1502

Finally, sort by the DECIMAL numbers on the third line.

GA	GA	GA	GA	GA
1026	1026	1026	1026	1026
.B9	.C32S6	.C4	.M5	.M62T4

Q13. Here are some call numbers from actual publications in the General Reference collection to be arranged in call number order. Note: the location symbol "Ref" has been deleted here; it would appear as the last line of the call number on the actual books.

						CORRECT ORDER
a.	HD	HD	HD	HD	HD	1.
	2785	2785	2785	2785	2785	
	.E88	.P38	.E88	.B87	.E89	2.
		1986	Supp.	1985	1983	
						3.
						4.
						5.
b.	HF	HF	HF	HF	HF	1.
	5381	5382.5	5382.5	5381	5382.5	
	.V6R63	.U5B8	.U5B76	.S916	.G7D54	2.
	1981					
						3.
						4.
						5.
c.	KF	KF	KF	KF	KF	1.
	141	141	141	141	141	
	.A33	.A26	.A32	.A282	.A25	2.
						3.
						4.
						5.

d.	KFC	KFC	KF	KF	KFC	1.
	30	40.1	6415	6415	40	
	.W4	.C35	.H3	.H32	.W42	2.
	V. 26		1981			
						3.
						4.
						5.
e.	PN	PN	PN	PN	PN	1.
	1995.9	1995.9	1995.9	1995.9	1995.9	
	.F36L4	.N4S2	.E9N3	.N4K57	.F36S7	2.
						3.
						4.
						5.
f.	ML	ML	ML	ML	ML	1.
	102	102	102	102	102	
	.06063	.0608	.M88V3	.06E9	.06E6	2.
						3.
						4.
						5.

* * * *

Congratulations! You now understand how LC call numbers are constructed, and how to shelve them correctly. Jackie has some additional exercises to give you further practice; just let her know that you are ready. However, before you are ready to reshelve materials in General Reference, you need to learn about the various locations in which our reference materials are shelved. This is the subject of Unit 4.

SELECTED OUTLINE OF THE LIBRARY OF CONGRESS CLASSIFICATION SYSTEM

A - GENERAL WORKS - POLYGRAPHY

AC - Collections, Series
AE - Encyclopedias (General)
AG - General Reference Works
AI - Indexes (General)
AM - Museums
AN - Newpapers
AP - Periodicals (General)
AS - Societies, Academies
AY - Yearbooks (General)
AZ - General history of knowledge

B - PHILOSOPHY & RELIGION

B - Collections
BC - Logic
BD - Metaphysics
BF - Psychology
BH - Aesthetics
BJ - Ethics
BL - Religions, Mythology
BM - Judaism
BP - Islam, Bahaism
BQ - Buddhism
BR - Church history
BS - The Bible
BT - Doctrinal Theology
BV - Practical Theology
BX - Denominations & sects

C - AUXILIARY SCIENCES OF HISTORY

CB - History of civilization
CC - Archaeology
CD - Diplomats, Archives, Seals
CE - Chronology
CJ - Numismatics, Coins
CN - Epigraphy, Inscriptions
CR - Heraldry
CS - Genealogy
CT - Biography

D - HISTORY & TOPOGRAPHY (Except America)

D - General history
DA - Great Britain
DB - Austria-Hungary
DC - France
DD - Germany
DE - Classical antiquity

D - HISTORY & TOPOGRAPHY (Cont.)

DF - Greece
DG - Italy
DH-DJ - Netherlands
DK - Russia, Poland, Finland
DL - Scandinavia
DP - Spain & Portugal
DQ - Switzerland
DR - Turkey & the Balkan States
DS - Asia
DT - Africa
DU - Australia & Oceania
DX - Gypsies

E & F - AMERICA (HISTORY & GEOGRAPHY)

E - America & U.S. (General)
F - U.S. (Local) & America except U.S.

G - GEOGRAPHY & ANTHROPOLOGY

G - Geography (General)
GA - Mathematical & astronomical geography
GB - Physical geography
GC - Oceanography
GF - Anthropogeography
GN - Anthropology, Ethnography
GR - Folklore
GT - Manners & customs
GV - Recreation, Sports, Games

H - SOCIAL SCIENCES & SOCIOLOGY

H - Social sciences (General)
HA - Statistics
HB - Economic theory
HC - Economic history & conditions National production
HD - Economic history: agriculture & industries
HE - Transportation & communication
HF - Commerce (General)
HG - Finance
HJ - Public finance
HM - Sociology (General)
HN - Social history, Social reform
HQ - Sex relations, Family
HS - Associations
HT - Communities, Classes
HV - Social pathology, Philanthropy
HX - Socialism, Communism, Anarchism, Bolshevism

BOOKS ON THESE SUBJECTS WILL BE SHELVED ON THE THIRD FLOOR IN THE SDSU LIBRARY.

J - POLITICAL SCIENCE

J - Documents
JA - General works
JC - Political science, Theory of the state
JF - General works
JK - United States
JL - British America, Latin America
JN - Europe
JQ - Asia, Africa, Australia, & Pacific Islands
JS - Local government
JV - Colonies & colonization, Emigration & immigration
JX - International law

K - LAW

L - EDUCATION

L - General works
LA - History of education
LB - Theory & practice of education, Teaching
LC - Special forms, relations & applications
LD - U.S.
LE - Americas except U.S.
LF - Europe
LG - Asia, Africa, Oceania
LH - University, college & school magazines, etc.
LJ - College fraternities & their publications

M - MUSIC

M - Music (Scores)
ML - Literature of music
MT - Music instruction & study

N - ART

N - Fine arts (General)
NA - Architecture
NB - Sculpture & related arts
NC - Graphic arts, Illustration
ND - Painting
NE - Engraving, Prints
NK - Art applied to industry, Decoration & ornament

P - LANGUAGE & LITERATURE

P - Philology & linguistics (General)
PA - Classical language & literature
PB - Modern European languages
PC - Romance languages
PD - Scandinavian languages
PE - English language, including Anglo-Saxon & Middle English
PF - Dutch, Flemish, Afrikans, & German languages
PG - Slavic languages & literatures
PJ - Oriental languages & literatures
PK - Indo-Iranian, Indo-Aryan, Iranian, Armenian, Caucasian
PL - Eastern Asia, Oceania, Africa
PM - American Indian and artificial languages
PN - Literary history & collections (General)
PQ - Romance literatures
PR - English literature
PS - American literature
PT - Teutonic literature

BOOKS ON THESE SUBJECTS WILL BE SHELVED ON THE FOURTH FLOOR IN THE SDSU LIBRARY

Q - SCIENCE

- Q - Science (General)
- QA - Mathematics
- QB - Astronomy
- QC - Physics
- QD - Chemistry
- QE - Geology
- QH - Natural history
- QK - Botany
- QL - Zoology
- QM - Human anatomy
- QP - Physiology
- QR - Bacteriology

R - MEDICINE

- R - Medicine (General)
- RA - State medicine, Hygiene
- RB - Pathology
- RC - Practice of medicine
- RD - Surgery
- RE - Opthamology
- RF - Otology, Rhinology, Larynology
- RG - Gynecology, obstetrics
- RJ - Pediatrics
- RK - Dentistry
- RL - Dermatology
- RM - Therapeutics
- RS - Pharmacy & materia medica
- RT - Nursing
- RV - Botanic, Thomsonian & eclectic medicine
- RX - Homeopathy
- RZ - Miscellaneous schools & arts

S - AGRICULTURE

- S - Agriculture (General)
- SB - Plant culture (General)
- SD - Forestry
- SF - Animal culture
- SH - Fish culture & hatcheries
- SK - Hunting sports

T - TECHNOLOGY

- T - Technology (General)
- TA - Engineering (General) Civil engineering
- TC - Hydraulic engineering (harbors, rivers, canals)
- TD - Sanitary & municipal engineering
- TE - Roads and pavement
- TF - Railroad engineering & operation
- TG - Bridges & roofs
- TH - Building construction
- TJ - Mechanical engineering & machinery
- TK - Electrical engineering & industries
- TL - Motor vehicles, Cycles, Aeronautics
- TN - Mineral industries, Mining, Metallurgy
- TP - Chemical technology
- TR - Photography
- TS - Manufacturers
- TT - Trades
- TX - Domestic science

U - MILITARY SCIENCE

- U - Military science (General)
- UA - Armies, Organization & distribution
- UB - Administration
- UC - Maintenance & transportation
- UD - Infantry
- UE - Cavalry
- UF - Artillery
- UG - Military engineering
- UH - Other services

V - NAVAL SCIENCE

- V - Naval science (General)
- VA - Navies, Organization & distribution
- VB - Naval administration
- VC - Naval maintenance
- VD - Naval seamen
- VE - Marines
- VF - Naval ordinance
- VG - Other services of navies
- VK - Navigation
- VM - Shipbuilding

Z - BIBLIOGRAPHY & LIBRARY SCIENCE

BOOKS ON THESE SUBJECTS WILL BE SHELVED ON THE FIFTH FLOOR

CORRECT ANSWERS FOR UNIT THREE

Q3. a. biography
b. H
c. BF
d. NA
e. JK
f. PS
g. DA
h. General encyclopedias or Encyclopedias (General)

Q4. a. J, JC, JK, JX
b. K, KD, KF, KFC
c. H, HA, HD, HQ

Q5. a. interior decoration
b. 6400, 8459

Q6.

a.	ML 54	ML 158	ML 460	ML 2900
b.	PN 80	PN 441	PN 1865.5	PN 6011
c.	Z 41	Z 987	Z 1201	Z 7164

Q7.

a.	J 86	JC 345	JK 16	JK 2112	JX 1195
b.	D 1075	DC 148	DC 1822	DK 2	DT 3912
c.	K 4975	KF 91	KF 1400	KFC 30.5	KFC 1782

Q8. author mark

Q9. author / title

Q10. decimal

Q11. a. .M29A125 .M29A3 .M29G65 .M29G8 .M29L14

b. .D16 .D7 .H43 .H5 .L29

c. .A26S28 .A4S6 .A6 .B18T6 .S42

d. .M23 .M41 .M8 .T12 .T3

e. .H2L28 .H2L3 .H22 .P14 .P2S44

f. .B12 .B34S3 .B34S82 .B34S9 .B5T12

Q13. a.

HD	HD	HD	HD	HD
2785	2785	2785	2785	2785
.B87	.E88	.E88	.E89	.P38
1985		Supp.	1983	1986

b.

HF	HF	HF	HF	HF
5381	5381	5382.5	5382.5	5382.5
.S916	.V6R63	.G7D54	.U5B76	.U5B8
	1981			

c.

KF	KF	KF	KF	KF
141	141	141	141	141
.A25	.A26	.A282	.A32	.A33

d.

KF	KF	KFC	KFC	KFC
6415	6415	30	40	40.1
.H3	.H32	.W4	.W42	.C35
1981		v.26		

e.

PN	PN	PN	PN	PN
1995.9	1995.9	1995.9	1995.9	1995.9
.E9N3	.F36L4	.F36S7	.N4K57	.N4S2

f.

ML	ML	ML	ML	ML
102	102	102	102	102
.M88V3	.06E6	.06E9	.06063	.0608

UNIT 4: LOCATIONS OF MATERIALS IN GENERAL REFERENCE

You now know how to shelve reference publications in Library of Congress call number order. In this unit, you will learn about the correct locations of all General Reference materials. There is a map of the Division at the end of this unit; use it to identify the various locations described in the unit.

1. Most of the materials in General Reference are in Library of Congress call number order in the "reference stacks"--the ranges of bookshelves which begin just south of Index Table 2 and extend to the pamphlet files.

Q1. The reference stacks are the ranges of _____ on which most General Reference materials are shelved.

---

2. For the most part. materials in the reference stacks have "Ref" as the last line of the call number, but do <u>not</u> have a special location symbol.

Q2. In general, materials found in the General Reference stacks DO DO NOT have a special location symbol. (Circle one)

---

3. There is one exception to this rule. A few books in General Reference have call numbers which fall between Q and V in Library of Congress classification. Normally, books marked "Ref" with these call numbers would be found in Science Reference on the fifth floor. These General Reference books have a <u>green stripe</u> under the call number to show that they belong here and not in Science Reference.

Q3. Books which belong in General Reference, but have Library of Congress call numbers which fall between Q and V, are marked with a _____ _____ below the call number.

---

4. Materials waiting to be reshelved are placed on <u>book trucks</u>, the rolling carts with shelves which you will find throughout the library. General Reference maintains book return trucks near the General Reference

Desk and just outside of room 214; be sure to check these for materials which need reshelving.

---

5. Some of the most heavily used materials in General Reference are on index tables. These include most of the indexes to periodicals, newspapers, book reviews, tests, and statistics. A few looseleaf services, such as the ones on state and federal taxes and on labor law, are also on index tables. The tables permit library users to write down information from the indexes without carrying them away from the place where they are shelved. The materials on index tables are marked with the table number and a green square above the call number.

Q5. A t_____ _____ and a g_____ _____ above the call number tell you that a publication belongs on an index table.

---

6. Lack of space on some index tables has forced us to put index table materials on bookshelves with counters on top. These are placed between the regular tables, and have the letter "A" after the table number. For example, Counter 5A is located between Table 5 and Table 6, Counter 9A is between Table 9 and Table 10, and so on.

Q6. A reference work with a green square and marked "9A" is shelved on C_____ 9A, located between Table _____ (number) and Table _____. (number)

---

7. Dissertation Abstracts International is an important reference tool which indexes and provides abstracts for doctoral disserations. The indexes are on Table 15, and the abstracts are on 15A, a range of stacks just past Table 15.

---

8. One index table, Table 5, holds many business reference titles. Many of these titles are one- or two-volume works, which are difficult for library users to locate. To alleviate this problem, publications on table 5 have two location symbols. Materials on the north side of the table are marked

"5" and those on the south side (the one closest to the reference desk) are marked "5*."

Q8. A publication with a green square which is marked "5*" belongs on the NORTH SOUTH side of Table 5. (Circle one)

---

9. Some reference books are heavily used by the librarians as they help people find factual information. These books make up the "ready reference" desk collection, which includes almanacs, directories, selected statistical works, a few bibliographies of literary criticism, and the Masterplots sets. Books in this collection are marked with a small yellow dot.

Q9. Materials which are shelved in the "ready reference" collection at the General Reference Desk are marked with a small _____ _____.

---

10. A few reference books are kept in a large metal "safe," which is mounted on wheels. These are reference works which are in heavy demand. (Examples: Pro and Con, Contacts Influential, the latest copy of Standard and Poor's Industry Surveys, etc.) To guarantee that they remain accessible to all who need them, we require that a valid SDSU ID card or driver's license be left clipped to a book card in the safe when the book is given to someone. The safe is kept either behind the General Reference Desk or the Assistant's Desk whenever General Reference librarians or staff are on duty. When the desks are not staffed, it is kept locked in Room 224. Books from the safe are marked with two red dots.

Q10. The controlled access materials in the safe are marked with two

_____ _____.

---

11. There is a small collection of reference materials adjacent to the General Reference Desk. This is the Workbook Assistance Shelf, which has extra copies of some of the materials required for the Library Instruction Workbook, which

is required of all students in English 200. The materials on this shelf are marked with a large green dot.

Q11. A large _____ _____ on a book means that it is kept on the Workbook Assistance Shelf.

---

12. The atlas area against the south windows is the correct location for all atlases (collections of maps) with call numbers G 1001 through G 9980. Reference books with those call numbers which are not atlases are shelved in the reference stacks.

Q12. Atlases with call numbers between G 1001 and G 9980 are shelved in the _____ _____ against the south windows.

---

13. There is an index table in the atlas area which holds two sets of reference materials: Geo Abstracts, series C, D, and F, and the American Geographical Society of New York's bibliography Current Geographical Publications (call number Z 6009 A47 Ref).

Q13. What are the titles of the two sets shelved on the index table in the atlas area? _____

_____

---

14. Most of the telephone books in General Reference are in the Phonefiche microfiche set, kept in the third drawer of the microfiche cabinet adjacent to Index Table 1 (the one with Readers' Guide to Periodical Literature). However, there is a small collection of telephone books in paper copy on a shelf just past the atlas area on the south wall. These should be shelved in the following order:

A. U.S. telephone books, alphabetically by state, and then by city.

B. Foreign telephone books, alphabetically by country, and then by city.

Q14. The paper telephone books on the south wall are arranged in the following order:

First, U.S. telephone books, alphabetically by _____ and then by city.

Second, _____ telephone books, alphabetically by country and then by _____.

---

15. On the southeast side of General Reference, just before you get to the "Silent Zone," there is a special shelving area for large bibliographic sets. The materials shelved in this area include catalogs from large research libraries (Library of Congress, British Museum, U.C. Berkeley, Harvard, etc.), specialized bibliographies, and other large sets. In the reference stacks, there is a wood block (or dummy) for each of these sets in its place in call number sequence. The wood block tells you that the set is shelved in the Bibliography Section.

Q15. The _____ Section is the correct shelving area for many large reference sets. There is a w_____ b_____ for each set in the regular call number sequence in the General Reference stacks telling you that these materials are in the _____ section.

---

16. The William S. Gray Research Collection in Reading is a set of research articles on microfiche. The microfiche are kept in the Microforms and Newspaper Center; the index, a set of 5 x 7 printed cards, is in a cabinet just outside Room 214. The index cards need to be refiled periodically; they should be filed in alphabetical order.

NON-BOOK MATERIALS

17. In addition to reference books, General Reference has special collections of other materials--the pamphlet files, a number of collections in microfiche, and InfoTrac.

18. The pamphlet files include newspaper clippings, articles, pamphlets, and other short publications. Materials from all pamphlet files except the San Diego business file may be checked out for one week at the Assistant's Desk. Library users may check out up to five items from one file. There are 11 separate pamphlet files in General Reference. These 6 files are the ones which are most frequently used:

Main file: Has pamphlets on all fields in the social sciences and humanities, including current affairs. Each item has a subject heading at the top; drawer labels are white.

California file: Limited to California topics. Each item marked with a subject heading plus "California" (as in "Schools--California"). Drawer labels are gold.

San Diego file: Limited to topics involving San Diego County. Each item marked with a subject heading plus "San Diego" (as in "City Council--San Diego"). After the main section, there is a drawer marked "Community File" which has information about specific cities and communities within the county.

Map file: Has tourist, street, and similar maps from all over the world. Maps are marked "Maps" plus the place name. Drawer labels are yellow.

Careers file: Careers are arranged by number. (The numbers follow alphabetical order--Accounting is #3, Business Administration is #120, Newspaper Work is #650, etc.) There is a key to the numbering system on top of the file cabinet. Drawer labels are white.

San Diego Business file: This file, unlike the others, is kept at the General Reference Desk. Items are marked with a topic only, and do not circulate. Please refile items in the return basket on top of the file cabinet when you are reshelving in the desk area.

A card catalog cabinet adjacent to the main pamphlet file gives cross references to help library users find the correct subject headings for the main, California, and San Diego files.

Q18. a. A pamphlet marked "City Growth--San Diego" should be refiled in the _____ (file name) pamphlet file, which has _____ (color) labels.

b. A pamphlet marked "Elections--1984--California" goes into the _____ (file name) pamphlet file, which has _____ (color) labels.

c. A pamphlet marked "#650" should be refiled in the _____ (file name) file.

---

19. The remaining 5 pamphlet files are less frequently used. Items in these files are not marked with the file name, but just with a subject. Usually, you can determine which file an item is from by the topic. If you are in doubt, check with one of the General Reference staff. The remaining files are:

Chicano Collection: Pamphlets related to the Chicano experience.

Latin American Historical: Older materials on Latin American topics.

World War I and World War II: Materials are quite old, and on the topics indicated.

Collective Bargaining: On labor relations in higher education.

Substance Abuse: On alcohol and drug abuse.

---

20. There are two boxes in Room 214 which hold materials to be refiled in the pamphlet files. One is marked "Pamphlet File--To Be Refiled"; the other is marked "Careers File." Be sure to check them periodically. Also, check the cabinet tops and adjacent tables both for clippings and for entire files which need to be returned to the cabinets. (Reminder: Be sure to check the return basket on top of the San Diego Business file at the General Reference desk for materials to be refiled, as well.)

Q20. Materials waiting to be refiled in the pamphlet files are kept in two boxes marked _____ and _____ in Room 214.

---

21. The Conference Board reports are kept in file cabinets adjacent to the Careers file. These reports on business and economics topics have the call number HF 5006 C65x, plus a report number. They should be refiled in report number order. The reports are all listed in the main card catalog; there is also a cumulative index to all of the reports on Index Table 4. Conference Board reports do not circulate.

---

22. General Reference also has a substantial collection of materials in microfiche, including:

Telephone books from major U.S. cities (Phonefiche)

Serials holdings lists for other libraries

Book catalogs for other libraries

Statistics

Business directories

Reports on major corporations

The microfiche collections and four fiche readers are kept near the General Reference Desk. Debbie has prepared a detailed guide for refiling our microfiche; you will find a copy at the end of this chapter.

---

23. Some of the microfiche sets have printed indexes and/or guides. These are shelved on a table just across from the General Reference Desk, between two of our fiche readers. Most items on this table have LC call numbers, and are marked "Shelved next to Microfiche Machine." (The guide to the Phonefiche collection has a microfiche accession number, plus a green stripe to indicate that it belongs in General Reference.)

Q23. Printed guides to our microfiche sets are shelved on a table between two _____ _____ near the General Reference Desk.

24. The InfoTrac machines near the General Reference Desk provide access to a periodical index on a videodisk. These IBM PC's are attached to printers which allow students to print out the citations on their topics. General Reference staff are responsible for turning the system on in the morning and off at closing time, as well as for general maintenance. You may be asked to get paper or ink for the printers, as needed.

ADDITIONAL NOTES

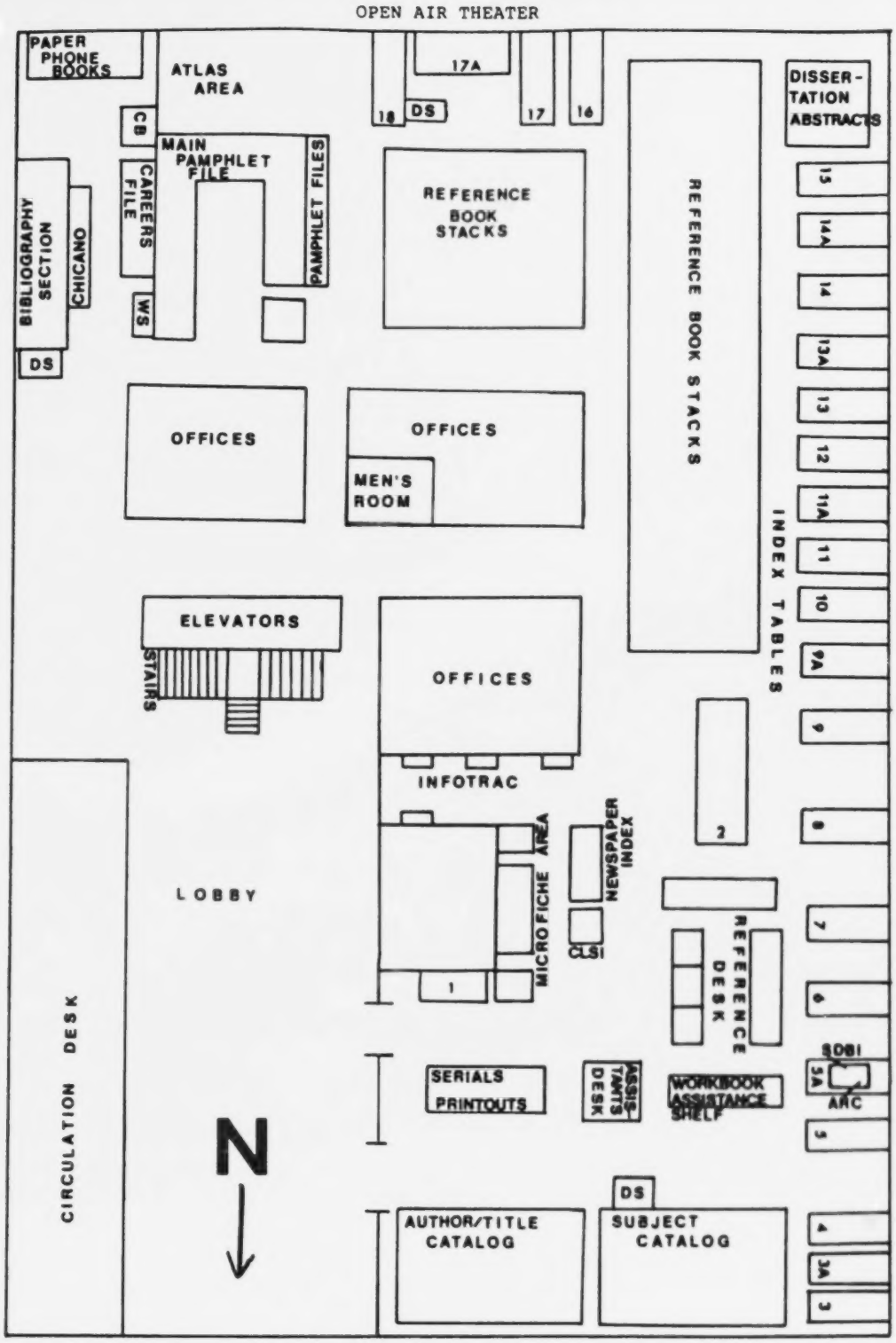
25. As you are reshelving materials, you will occasionally find a book that is worn, torn, or without a call number label. When this happens, notify one of the staff so that the book can be sent to the mendery.

26. If you are shelving in the reference stacks or on an index table and find that a shelf is getting too full, please notify one of the staff.

27. If you are shelving the weekly truck of new books and find a blue slip in one of them, this indicates that this is a new edition of a work which is designated "Latest Volume Reference." As these new editions come into General Reference, the older volumes should be taken off the shelves and placed on the shelf marked "Serials" in Room 214.

* * * * *

You have now completed most of this training manual. Just one task remains--learning how to identify materials from other divisions in the Library, which are sometimes left in General Reference. You will accomplish this in Unit 5.



SECOND (MAIN) FLOOR

ABBREVIATIONS

ARC - Annual Report Catalog
DS - Dictionary Stand
WS - William S. Gray File
CB - Conference Board
SDBI - San Diego Business Index
CHICANO - Chicano Pamphlet File

Pamplet Files Include:

California
San Diego
Maps
Latin American Historical
World Wars I & II
Collective Bargaining

HOW TO FILE MICROFICHE

Microfiche to be filed will be in the metal bucket in the General Reference Area next to the microfiche reader. Be sure to check here when doing a clean-up of the area.

AMERICAN PUBLIC OPINION DATA (C-2251) - These are filed by year and the fiche number on right side of header (do not use the ISBN number).

AREA BUSINESS DATABANK (C-2088) - These are filed by year and the fiche number, disregard color of header.

AUSTRALIAN NATIONAL BIBLIOGRAPHY (C-795) - These are filed by year and then the fiche number in upper right corner of the header.

BUSINESS INDEX (C-2028) and **MAGAZINE INDEX (C-1804)** - These are filed by the fiche number in the right corner of the header.

CALIFORNIA ACADEMIC LIBRARIES LIST OF SERIALS (CALLS) (C-1411) - These are filed in numerical order by the fiche number in the right corner of the header.

CAREER RESOURCES INFORMATION (CRI) (C-2184) - These are filed alphabetically by company, with initials filed at the beginning of the letter. File letter by letter, word by word (including initials) exactly as typed on the envelope.

COLT MICROFICHE LIBRARY OF STATE DIRECTORIES (C-2196) - These are filed alphabetically by the name of the directory.

CORPORATE AND INDUSTRY RESEARCH REPORTS (CIRR) (C-2054) - These are filed by the year, then the publisher and then by the fiche number, which is alpha-numeric. Do not file by the number in the upper right corner - file by whatever follows "FICHE" below it.

DUN'S BUSINESS IDENTIFICATION SERVICE (C-1990) - These are filed by the fiche number on the left side of the header. Ignore all other numbers.

IRS LETTER RULINGS (CCH) (C-1839) - These are filed by year and fiche number. They also can be filed by the number in the upper right corner of the header.

LIBRARY OF CONGRESS SUBJECT HEADINGS - These are filed numerically by the fiche number in the right corner of the header.

NATIONAL NEWSPAPER INDEX (C-1801) - These are filed numerically by the fiche number in the right hand corner of the header.

NATIONAL UNION CATALOG (NUC) - Each fiche contains a full volume. These are filed by author or subject, then the year, the volume number and the fiche number, all on the left side of the header. The roman numerals are tough, but don't guess.

NUC BOOKS (C-1887) - These are filed by set, year and fiche number. The Register of NUC Books is continous and they are filed by fiche number, or by month and year.

NUC REGISTER OF ADDITIONAL LOCATIONS - This is filed by the fiche number in the upper left corner of the header.

PHONEFICHE (C-1803) - Phonefiche are filed by state and then city. The envelope is the easiest way to see just how it should be filed. White pages file in front of yellow pages and BTBs filed behind yellow pages. Please be careful with cities such as Los Angeles, Chicago, New York, etc. File them word for word according to the envelope. Please check to see that all the fiche are in the envelopes and that no extra ones are.

SAN DIEGO PUBLIC LIBRARY CATALOG - These are filed by AUTHOR, TITLE or SUBJECT, and then by the fiche number in the upper left corner of the header.

STATISTICAL REFERENCE INDEX (C-897) - These are filed by year and SRI number. All fiche with same SRI number should be in the same envelope. Some numbers are pretty close so be sure to check carefully when replacing fiche in the envelopes. Each year has a different color header, but they are starting to repeat colors now, so be sure to check th year.

UCSD LIBRARIES SERIALS RECORD (C-497) - These are filed numerically by the fiche number on the left side of the header.

Prepared by Debbie Hobbs

CORRECT ANSWERS FOR UNIT 4

Q1. bookshelves

Q2. do not

Q3. green stripe

Q5. table number; green square

Q6. counter; 9; 10

Q8. south

Q9. yellow dot

Q10. red dots

Q11. green dot

Q12. atlas area

Q13. Geo Abstracts, series C, D, and F
Current Geographical Publications

Q14. state; foreign; city

Q15. Bibliography; wood block; Bibliography

Q18. a. San Diego; purple

b. California; gold

c. Careers

Q20. Pamphlet File--To Be Refiled

Careers File

Q23. fiche readers

UNIT FIVE: RETURNING MATERIALS TO OTHER DIVISIONS IN THE LIBRARY

You will frequently come across materials from other SDSU Library divisions as you reshelve materials and read the shelves to make sure that they are in correct order. It is important to be able to recognize these publications so that they can be returned to their correct locations. Materials from other divisions have special location symbols which enable you to determine where they belong; in this unit, you will learn about them.

SCIENCE DIVISION (FIFTH FLOOR)

1. The normal location for reference materials with call numbers beginning with Q through V is Science Reference on the fifth floor. Therefore, unless a reference book with those call numbers has a green stripe to indicate that it belongs in General Reference, assume that it should be returned to the Science Division.

Q1. A book with a call number such as RC 830 .A26 Ref which has no other location symbol belongs in the _____ Division on the _____ floor.

---

2. Science Reference has a substantial collection of materials which have call numbers beginning with letters A through P, as well as Z. Normally, reference books with these call numbers would be found in General Reference. However, a <u>yellow</u> or <u>chartreuse</u> stripe on the spine indicates that the book in question belongs in Science Reference.

Q2. A book with the call number AY 621 .R7 Ref belongs in Science Reference if it has a _____ or _____ stripe on the spine.

3. The Science Division has an "Ask at Desk" collection just across from the Science Reference Desk. Library users must present an ID card in order to use the materials kept here. Items kept behind this desk are marked with a single white dot.

Q3. Materials in the Science Division "Ask at Desk" collection are marked with a single _____ _____.

---

4. There is a "Ready Reference" collection of materials kept behind the Science Reference Desk. Materials in this collection are marked with two white dots.

Q4. Two _____ _____ on the spine of a reference book show that it belongs in the "Ready Reference" collection in the Science Division.

---

5. The Science Division keeps many of its reference materials--particularly periodical indexes--on index tables. Materials on index tables in Science are marked with the table number and a large yellow dot.

Q5. Science Reference materials which belong on index tables on the fifth floor are marked with the table number and a large _____ _____

---

6. Masters theses in from the Geology Department are kept in Science Reference. They are marked with a large orange dot.

---

7. The Science Division has its own microforms collection. Publications are classified by accession number, and are clearly labeled either "Sci" or "Science Department."

BOUND PERIODICALS STACKS (FIFTH FLOOR)

8. Bound periodicals with call numbers Q through V are shelved on the south side of the fifth floor. All have a NONCIRCULATING label on the spine.

MEDIA CENTER (FOURTH FLOOR)

The Media Center does not have a collection of reference books. The two principal collections in this area are the Media Collection and the Juvenile Collection.

9. Media are marked with accession numbers; the symbols before these numbers indicate which media format has been used. For example:

PC = picture chart

TC = tape cassette

KIT = multimedia kit

SG = simulation game

---

10. Materials from the Juvenile Collection are quite easy to recognize, because they are classified in Dewey Decimal Classification. As you learned in Unit 2, Dewey Decimal Classification uses numbers rather than letters and numbers to classify materials by subject.

Q10. A book with the call number 808.83 S764 is classified under _____ _____ Classification. This book belongs in the _____ Collection in the Media Center on the _____ floor.

GOVERNMENT PUBLICATIONS (THIRD FLOOR)

11. Most materials from Government Publications are easily distinguished from General Reference materials because they are not classified with Library of Congress Classification. Federal government publications are classified according to the Superintendent of Documents Classification, which arranges materials according to the agencies which issue them. Symbols used in Superintendent of Documents Classification include numbers, letters, slashes, colons, and dots. A typical Superintendent of Documents call number looks like this: Y 1.4/1:98. Documents in the California and United Nations collections also have distinctive classification schemes, based on issuing agency.

Q11. An item with the call number C 3.1/86/ 6 985 is classified according to _____ of _____ Classification. It should be returned to the Government Publications Division on the _____ floor.

---

12. Government Publications reference books, which are noncirculating, have a white label with REFERENCE typed in red letters on the spine. While most of these materials have Superintendent of Documents call numbers, some are classified with Library of Congress call numbers. Some of the reference materials in Government Publications are shelved on index tables.

Q12. A white label with REFERENCE in _____ letters tells you
(color)
that a publication belongs in _____ Publications on the third floor.

---

13. Many U.S. government publications are now published in microfiche. These microfiche are classified according to Superintendent of Documents Classification. Other microfiche, such as those from Congressional Information Service, use the publisher's classification scheme.

BOUND PERIODICALS STACKS (FIRST FLOOR)

14. You will occasionally find bound volumes of periodicals from the first floor among General Reference materials. These are easy to recognize because they do not have "Ref" as the last line of the call number. They are marked NONCIRCULATING on the book spine.

Q14. Bound periodicals from the first floor are easy to recognize because they do not have _____ as the last line of the call number.

PERIODICAL READING ROOM (FIRST FLOOR)

15. Current periodicals are recent, unbound issues of journals. They have green stripes on the top, bottom, and right sides of the pages. Those with call numbers A through P and Z are kept in the Periodical Reading Room on the first floor. The last line of the call number has the designation "PRR."

Q15. The designation "PRR" on the last line of the call number of a journal indicates that it belongs in the _____ _____ Room.

RESERVE BOOK ROOM (FIRST FLOOR)

16. You will seldom find unattended materials from Reserve Book Room, because library users must check them out from the service area with an ID card. These materials can be recognized by a pink "date due" slip in the book.

MICROFORMS AND NEWSPAPER CENTER (FIRST FLOOR)

17. Microforms are classified by accession number; there is no designation for the Center on each item.

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18. Newspapers are not marked with a designation for the Center; however, all newspapers in the Library are kept here.

---

19. There is a collection of printed guides for microform sets held in the Center on a bookshelf near the service desk. Some of these guides have Library of Congress call numbers; others are marked with the accession number of the microform set in question. All have a blue stripe on the spine.

Q19. A book with a _____ _____ on the spine belongs in the collection of printed guides in the Microforms and Newspaper Center.

BOOKS FROM THE CIRCULATING STACKS

20. You will frequently find books from the circulating stacks in the General Reference collection. These are easy to recognize because they do not have "Ref" in the call number.

LOST AND FOUND ITEMS

21. Library users regularly leave personal belongings in General Reference. When you find such items, take them immediately to Lost and Found at the Circulation Desk.

RETURNING MATERIALS TO OTHER AREAS

22. When you find materials from other areas in the Library in General Reference, place them in the book drop on the south side of the Circulation Desk.

Q22. Materials from other areas of the SDSU Library should be placed in the _____ _____ on the south side of the Circulation Desk.

---

23. On the next page, you will find a summary of all special location symbols used in the SDSU Library.

* * * *

Congratulations! You have just completed the self-paced training manual. If you need to refresh your memory on work procedures at any time, just ask Jackie for a review copy of this manual. Also, if you are uncertain about anything, do not hesitate to ask either General Reference staff or librarians. We hope that your work experience in our Division will be both productive and satisfying.

SUMMARY OF SPECIAL LOCATION SYMBOLS USED IN THE SDSU LIBRARY

Symbols Used in General Reference

One yellow dot = Ready reference at General Reference Desk

Two red dots = Kept in safe at General Reference or Assistant's Desk

Green stripe = A publication with call number beginning with Q - V which belongs in General Reference

Large green dot = Workbook Assistance Shelf

Green square = General Reference index table (table number is also on spine)

Symbols Used in Other Divisions

Yellow or chartreuse stripe = A publication with call numbers beginning with A - P or Z which belongs in Science

One white dot = Ask at Desk in Science

Two white dots = Science ready reference

Large yellow dot = Science index tables (table number is also on spine)

Large orange dot = Geology Department theses in Science

Blue stripe = Microforms and Newspaper Center

NONCIRCULATING = Bound periodical (either first or fifth floor)

REFERENCE in red = Government Publications

CORRECT ANSWERS FOR UNIT FIVE

Q1. Science; fifth

Q2. yellow; chartreuse

Q3. white dot

Q4. white dots

Q5. yellow dot

Q10. Dewey Decimal; Juvenile; fourth

Q11. Superintendent; Documents; third

Q12. red; Government

Q14. Ref

Q15. Periodical Reading

Q19. blue stripe

Q22. book drop